

# Department of Public Safety Status of IT Consolidation

Presentation to Joint Legislative Oversight  
Committee on Information Technology

Robert S. Brinson, CIO

February 2, 2012

# Background

- Merges 3 agencies: Correction, Juvenile Justice, Crime Control
- Combined staff is about 25,000
- Major functions include : incarceration, community supervision, Highway Patrol, Emergency Management, Alcohol Law Enforcement, and National Guard
- Locations in every county

# Correction IT

- IT staff largely centralized
- Use select services from ITS (mainframe, network, email) but not consolidated
- Single directory structure, email system, computer image
- Technician presence statewide
- Ratio of IT staff to agency staff low relative to other state agencies

# Juvenile Justice IT

- Consolidated ITS agency
- Fewer than 20 IT staff remain: business analysts, programmers, and application helpdesk
- Remaining staff is centralized in organization and location (Raleigh)

# Crime Control IT

- Use limited ITS services (network) but not consolidated under ITS
- Small but skilled central IT staff
- Significant other IT resources at Highway Patrol, Emergency Management
- 2 email systems and 2 directory structures
- New datacenter capability at Joint Force HQ (off Blue Ridge Road, Raleigh)

# Getting everyone in place

- Moved about 175 people between December 15 and first week of January
- State Property Office and contract vendors worked to up-fit space
- Agency and ITS staff made network modifications to meet the schedule
- Able to provide phone and computer access day of the move or next day

# Setting up basic services

- New domain: ncdps.gov
- Basic website redirected traffic from three agencies, provided information to the public, and provided staff information on organization, new addresses, new phone numbers
- Moved to common email addressing: first.last@ncdps.gov

# Challenges

- who supports what PC
- multiple desktop images
- multiple helpdesks
- multiple email systems
- multiple directory structures
- multiple physical data centers/server rooms



# Opportunities

Correction and  
Juvenile Justice

Rich data,  
data mining,  
smartphone applications

Crime Control

IP-based phone systems,  
video conferencing

Prisons

Video (meetings,  
surveillance, distance  
learning, tele-med)

Highway Patrol

Wide-area wireless  
voice and data

Emergency Management

Long-distance video,  
incident management  
technology,  
new data center